

# 2002 State Recertification Process AT&T Relay Services

## APPENDIX I

### **OPERATIONAL STANDARDS**

#### **COMMUNICATIONS ASSISTANT STANDARDS:**

##### **Communications Assistant Job Description**

Communications Assistants are employed by providers of TRS to relay conversation between hearing disabled, speech disabled and voice customers. A Communications Assistant (CA) is a person who transliterates conversation from text to voice and from voice to text between two end users of Telecommunication Relay Services (TRS).

##### **Required skills for the Communications Assistant:**

- Typing speed minimum requirement of 60 wpm (FCC mandated requirement)
- Spelling accuracy
- Excellent Listening skills
- Good pronunciation and voice intonation
- Customer service skills
- Awareness of deaf community and culture, knowledge of ASL helpful
- Spanish Language Certification (for Spanish Language CA job function only)

##### **Job Functions and Responsibilities for the Communications Assistant:**

- Prompt acknowledgment and response to each relay caller
- Respond to any customer requests and/or inquiries directed toward CA by the TRS user
- Relay verbatim all conversations and messages between a TTY user or a speech disabled user and a voice caller, with accuracy and efficiency
- Remain uninvolved in customer conversation, no intrusion into conversational content
- Absolute confidentiality of any customer conversation and communication - adhere to strict code of ethics
- Prepare and send accurate billing records for each completed relay call

##### **Employment Criteria:**

- Basic Aptitude Test
- Work Preference Inventory
- Typing Test
- Criminal Background Check
- Drug Screen

##### **Quality Assurance:**

Every other month, AT&T makes 300+ 'mystery shopping' test calls to our relay centers to verify compliance with different methods and procedures.

AT&T conducted AT&T Relay Services (ARS) Centers WPM typing speed tests between January – June 2002. These tests reflect an average of 76 wpm across AT&T's six centers in operation at that time.

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### **AT&T RELAY SERVICES INITIAL TRAINING OUTLINE (GENERIC):**

AT&T Relay Services is committed to training and developing a high-quality professional team of Communication Assistants. Professional development is ongoing and supervised by Center Management regularly. Individual development and continuation training is deployed based on individual performance assessment and diagnostics.

Here is a general outline of the ten-day Initial Training program:

#### **Day 1: Cross cultural Training**

- Includes introduction to deaf culture, confidentiality and customer privacy, demonstration calls and customer service principles.

#### **Day 2: Cross cultural Training (continued)**

- Includes more-indepth coverage of deaf culture, ASL introduction and recognition.

#### **Day 3: Introduction to Basic Relay**

- Includes reinforcement of customer service principles, introduction to TTY, Relay terminal, Hot keys, Billing, automation and basic call handling
- Typing development and assessment

#### **Day 4: Introduction to Basic Relay (continued)**

- Includes reinforcement of previously shared topics, as well as introduction of Voice Carryover calls, call processing for recorded messages and message retrieval, including the use of the Play Back Device
- Practice calls conducted
- ASL review
- Typing development and assessment

#### **Day 5: Introduction to Basic Relay (continued)**

- Introduction to Beepers, Pagers and Wireless calls
- Restricted Toll free procedures
- Directory Assistance requests
- Reinforcement of customer service principles and review of previously shared topics
- Typing assessment conducted
- Practice calls and individual performance diagnostics conducted

#### **Day 6: Introduction to DNIS Switched Call Handling and Emergency Calls**

- DNIS switched calls – what are they, how do you DNIS switch relay calls
- Overview of 711
- ASL review
- CSIDS Database for reference information
- Introduction to Emergency Call Handling procedures
- Typing development
- Practice calls

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### **AT&T RELAY SERVICES INITIAL TRAINING OUTLINE (Continued)**

#### **Day 7: Emergency Call Procedures and Alternate Billing Procedures**

- Emergency Call Procedures – conclude and reinforce critical concepts
- Procedures for Commercial Credit card, prepaid card, coin calls, Carrier of Choice Typing development
- Practice calls

#### **Day 8: Specialty Calls and Requests**

- Introduction of Special instruction windows
- 711 originated call processing
- International calls
- Telebraille
- Hearing Carry over calls
- Detariff concept
- Typing development and assessment
- Practice calls

#### **Day 9: Specialty Calls, continued**

- 900 calls
- STS customers and calls
- IP Relay
- Two line VCO and Reverse two line VCO
- Practice calls

#### **Day 10: Review of Key Concepts and Performance Diagnostics**

- Deaf culture and ASL recognition
- Customer confidentiality and privacy
- Customer Service principles
- Emergency Call handling
- Practice calls
- Individual Typing Assessment
- Individual Performance Diagnostics

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### **CONFIDENTIALITY AND CONTEXT:**

#### Corporate Level:

AT&T has a strong history of protecting customer privacy and customer information. Our corporate guidelines for business ethics and integrity – called the AT&T Code of Conduct – cite protection of customer information and privacy as a paramount responsibility of every AT&T employee.

#### Relay Organization and Individual Level:

AT&T Relay Services continues this rigorous standard for Relay employees. Each Relay employee is required to pledge, sign and adhere to the CA Pledge of Confidentiality and Code of Ethics. These documents are required on the first day of employment. All Relay employees are regularly reviewed on these critical requirements and documentation on their understanding and compliance is retained in personnel files. Relay team employees understand that breaches in customer confidentiality and privacy will jeopardize their employment and could result in termination of employment.

Attachment 1 – AT&T Confidentiality Policy  
Attachment 2 – CA Pledge of Confidentiality  
Attachment 3 – CA Code of Ethics

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### ***Attachment 1 – Corporate Confidentiality Policy***

#### **AT&T Confidentiality Policy Privacy of Communications**

Over the years, privacy of communications has been basic to AT&T's business, not only because it is required by law, but because the public has placed its trust in the integrity of AT&T's people and service. All AT&T customers have the right to expect and demand that their conversations are kept private.

With the ever-increasing volume of data transmission over the network, this trust has taken on a special significance at AT&T. Today it is the responsibility of every AT&T employee to protect not only the privacy of conversations on the network, but also the flow of information in data form, that in the wrong hands could have serious economic or legal consequences for the parties involved.

Our basic rules for privacy have not changed. Violating any one of them could tarnish a reputation AT&T has worked hard to maintain over many years. The basic rules are:

- Don't tamper with or intrude upon any transmission, whether by voice, non-voice, or data.
- Don't listen to or repeat anyone else's conversation or communication, or permit them to be monitored or recorded except as required in the proper management of the business.
- Don't allow an unauthorized person to have access to any communication transmitted over AT&T facilities. This includes divulging information about who was speaking or what was spoken about, except as authorized by the customer or required in the proper management of the business.
- Don't install or permit installation of any device that will enable someone to listen to, observe, or realize that a communication has occurred, except as authorized by an official service or installation order in accordance with Company practices.
- Don't use information from any communication, or even the fact that a communication has occurred, for your personal benefit or for the benefit of others.
- Don't disclose information about customer billing arrangements, or the location of equipment, circuits, trunks, and cables to any unauthorized person.

Contact the AT&T Corporate Security Organization if you believe that the privacy of any communication has been compromised, or if you receive a subpoena, court order, or any other type of request for information from anyone (including law enforcement and other government agencies) concerning any AT&T service.

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***Attachment 2 – CA Pledge of Confidentiality***

**PLEDGE OF CONFIDENTIALITY**

I, the undersigned Communications Assistant for the AT&T Telecommunications Relay Service, do hereby recognize the serious and confidential nature of this position and therefore promise in all good faith and conscience to abide by the following guidelines:

1. Under no circumstances will I disclose to any individual the identity of any caller or information I may learn about the caller while relaying his/her messages.
2. Under no circumstances will I act upon any information I may learn while relaying.
3. Under no circumstances will I disclose to anyone the names, schedules, or personal information of any fellow Communications Assistant or supervisor working here at the AT&T Telecommunications Relay Service.
4. I will share upon request any information about the caller with persons who have a supervisory function over my work.
5. In the event of my resignation or termination of my employment, I will continue to hold in strictest of confidence all information related to the work I have performed as a Communications Assistant.

Name (*sign*) \_\_\_\_\_

Name (*print*) \_\_\_\_\_ Date \_\_\_\_\_

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***Attachment 3 – CA Code of Ethics***

**CA CODE OF ETHICS**

- 1) Communication Assistants will keep all call information strictly confidential. The only exception to this is if a call has to be transferred to another CA or the In-Charge Desk.
- 2) Communications Assistants must never give out telephone numbers.
- 3) Communication Assistants must never give out information about themselves except their gender and CA number.
- 4) Communications Assistants will convey the content and spirit of the speaker.
- 5) Communications Assistants will not counsel, advise nor express personal opinions except the tone of voice of the voice person.
- 6) Communications Assistants, as employees of AT&T, will strive to maintain high professional standards in compliance with the Code of Ethics and AT&T's Code of Conduct.

I have read and understand each of the Codes and I hereby pledge to abide and uphold the Code of Ethics.

Name (*sign*) \_\_\_\_\_

Name (*print*) \_\_\_\_\_ Date \_\_\_\_\_

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### **TYPES OF CALLS:**

**See the attachment entitled "AT&T TRS Service Features"**



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### AT&T Relay Services

#### AT&T TRS SERVICE FEATURES:

<i>Feature</i>	<i>Description</i>
AT&T Relay Customer Service (RCS) <a href="http://www.att.com/relay">www.att.com/relay</a>	RCS is staffed by dedicated attendants to answer customer inquiries, accept commendations and resolve complaints regarding Telecommunications Relay Service. Customers can reach AT&T RCS via nationally published 800 toll free numbers, 1-800 682-8786 (TTY) or 1-800 682-8706 (Voice) or online at <a href="http://www.att.com/relay/feedback.html">http://www.att.com/relay/feedback.html</a>
Automatic Error Correction	AT&T TRS automatically corrects common CA typographical errors and will spell out non-TTY abbreviations that may be used by the CA in voice to text translation. TTY customers may elect to turn this feature on or off in their Relay Choice <sup>SM</sup> Profile.
Automated Route Selection (ARS)	ARS routes outgoing calls over the public switched network based on the preferred route available at the time the call is placed. (comment: don't know what this is and how it works with IP relay.)
Automatic Number Identification (ANI)	With ANI, the calling party's number is delivered to the relay center.
Background Noise Option	CAs communicate to the TTY users not just spoken words from the voice user, but also any appropriate sounds that can be detected over the telephone, providing additional information to the TTY users. When this feature is selected as part of the Relay Choice <sup>SM</sup> Profile, the TTY user can elect not to be advised of background noises.
Billing Equivalency for Consumers	AT&T provides flexible billing options through a customer's local exchange company, AT&T, or other long distance companies so that relay users have the same billing options as non-relay users (subject to billing availability)
CA Relief	CAs answering and placing a TTY-based call must stay with the call for a minimum of 10 minutes and Speech-to-Speech CAs must stay with the call for a minimum of 15 minutes
CA Typing/Text Pacing	Text pacing is a unique feature of the AT&T Relay 2000 Platform that enables a CA's typing to be buffered in the system allowing the TTY user to receive the transmitted message at a pace comfortable for the user. Telebraille users and elderly TTY users find this feature extremely helpful. This feature does not affect or impede the natural conversation speed of the non-TTY user, nor does it affect or impede the CA's natural typing speed.
Caller ID	A new, fully technically automated Caller ID feature to allow Caller ID subscribers to receive the calling party's ANI and/or to block unwanted calls.
Calling Card Billing Capability	AT&T accepts AT&T and non-proprietary LEC calling cards for billing local and toll intraLATA and interLATA calls.

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<i>Feature</i>	<i>Description</i>
Carrier of Choice	As part of the Relay Choice <sup>SM</sup> Profile, VCO or HCO will be automatically activated for both outbound and inbound calls through relay.
Carryover Preference Option	With AT&T's state of the art relay platform, TTY users can request a VCO or HCO call by simply typing VCO or HCO. The carryover feature will be automatically activated before the CA comes on line. Or, if customers prefer to speed up their call, they may select VCO or HCO as their preferred carryover option on their Relay Choice Profile. Whenever a call is placed from or to the profiled number, the VCO or HCO option will be automatically activated.
Coin Sent-Paid Calls	AT&T worked alongside the FCC in determining the best alternatives with regard to coin sent-paid calls. AT&T TRS is capable of handling these call types in accordance with the most recent FCC Order. The FCC has granted a temporary suspension that exempts relay coin sent-paid calls from the existing order mandated by the ADA in 1990. The current alternate plan is for free local calls when relay users make calls from a pay phone. AT&T supports this, and provides the service accordingly.
Commercial Credit Card Billing	AT&T accepts commercial credit cards (e.g., MasterCard, Diners Club, American Express, etc.) for billing any domestic relay. Verification of credit card is required before call can be completed.
Connection Mode Option	Part of the Relay Choice <sup>SM</sup> Profile, the caller will be automatically connected in the mode (ASCII, Baudot, Voice, other) of preference for both outbound and inbound calls through relay.
Consumer Complaint Logs	AT&T Relay Services welcomes and encourages customers to file their comments and feedback about the service received. AT&T maintains daily tracking of complaints through a sophisticated CICS (Comments Inquiry Complaints System) database.
Quality Assurance	Every other month, we make 300+ "mystery shopping" test calls to our centers to verify compliance with different methods and procedures.
Directory Assistance Capability	Text relay users can call the relay service to request relay calls to any intrastate or interstate directory assistance bureau. Charges may apply.
Emergency Call Handling	AT&T provides CAs with immediate and direct access to a database that contains thousands of emergency agency (police, fire, ambulance) listings. Using the caller's calling number or ANI, the CA can quickly secure the emergency agency listing and complete the relay call to the emergency agency for rendering of emergency services. However, Emergency Call Handling is no substitute for a direct call to 911 and end users should not use it instead of 911.
Fully Integrated Computerized Workstations	The AT&T Relay 2000 Product Platform is our single integrated workstation which combines the dialing, billing and relaying aspects of the call, making maximum use of macro function keys and smart messages. These workstations were ergonomically designed around the health and well being of the Communications Assistants.

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<i>Feature</i>	<i>Description</i>
Hearing Carryover (HCO)	HCO enables TTY users who can hear to directly hear the voice person's message. The CA then voices the TTY user's typed response back to the voice caller. When this feature is selected as part of the Relay Choice <sup>SM</sup> Profile, the caller will be automatically connected in the HCO mode for both outbound and inbound calls through relay.
Hearing Carryover with Privacy	This feature allows for more call privacy, because the CA does not hear the voice part of the conversation.
Hearing to Hearing Relay (HTH)	HTH expands the HCO capability by allowing two speech-impaired individuals to hear the CA read the typed conversations.
Hearing Carryover to TTY (HTT)	HTT allows a relay call between a hearing carry-over user and traditional TTY user. The HCO user can listen to the CA voice the other TTY user's message. The CA will then transmit the HCO user's message to the TTY user.
Higher Transmission Speeds	AT&T's relay service will connect to and communicate with current industry standard protocols.
Integrated Services Digital Network (ISDN)	ISDN adds an incremental level of professionalism to our already automated inbound call center, integrating voice, data, and other services over a single pair of telephone wires.
Interactive and Non-Interactive Beepers/Pagers	AT&T will process calls to interactive beepers/pagers. Interactive beepers/pagers provide the caller with instructions and information about the service and allow the caller to enter the requested information. These calls can be relayed to the TTY user. Relay calls that terminate to non-interactive beeper/pager services are handled as a relay call. The CA will relay exactly what is heard without adding any additional information.
Memory Dialing	As part of the Relay Choice <sup>SM</sup> Profile, this feature allows the customer to enter up to twenty (20) memory dial listings with name and associated telephone numbers. When customers request one of these by name, the CA highlights the listing, which automatically populates the billing screen and dials the number.
Mobile Radio/Wireless	AT&T makes no distinction for mobile radio and wireless calls through relay. Calls are processed equally and in the same amount of time as other relay calls.
Multi-User Relay Choice Profile	Households with more than one relay user will be able to create a different profile for each user. Each relay user in a household will be able to access their individual customer Relay Choice Profile options by using a personal identification number (PIN)
Network-based Dynamic Call Routing	Network-based dynamic call routing, a feature of our Advanced 800 Network, is an AT&T technological improvement that routes callers to the next CA available in the AT&T relay system. This facilitates faster, more consistent performance and helps control the cost of providing service.

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<i>Feature</i>	<i>Description</i>
OO-Info <sup>SM</sup> Directory	AT&T's <i>OO-Info</i> is an enhanced directory assistance service. AT&T TRS has methods to provide the same OO-Info service to all TRS users. The cost of this call is the same whether the call is processed through relay or without relay.
Operator Release of Calls	This feature allows the CA to release a TTY originated relay call that terminates to another TTY user instead of a telephone voice user. The feature allows the CA to release the connection allowing the two TTY users to continue with their call without having to hang up or without any further assistance from the CA.
Operator Services for the Deaf (OSD)	OSD provides directory assistance services, toll services, emergency interrupt, busy line verification, and special billing arrangements such as third party, collect, calling card, and person-to-person calls.
OSD Integration	AT&T provides national and International Directory Assistance (CIDA) as well as Operator Services for the Deaf (OSD). These service offerings are fully integrated into AT&T's basic service. Also, users have the flexibility to use all of these services without having to transfer between various CAs. This integration also allows for TTY-to-TTY billing options, and is another service differentiator for AT&T.
Originating Line Screening	This feature immediately provides the CA with specific information about billing or calling restrictions pertinent to the originating line and terminating line. Such information may include line blocking, call blocking or expanded area calling plan, and identification of coin, hotel, prison, and hospital calls.
Play Back Device <sup>SM</sup>	The Play Back Device <sup>SM</sup> (PBD) tool for CAs supports and facilitates the call management in situations where the TRS call terminates at a pre-recorded message or a multiple-choice Voice Response System (VRS) menu. It allows the CA to more accurately manage these call types while allowing them to review the call accuracy in real-time. The PBD directly supports 900.
Protocol Plus <sup>SM</sup>	AT&T is the only current relay provider to be able to automatically change a TTY user's communications mode from ASCII or Turbo Code to Baudot upon request. This feature is extremely beneficial to TTY users who may not understand the manufacturer's instructions for setting or changing communications modes for purposes of placing or receiving carryover calls when the equipment is defaulted to answer or connect in ASCII.
Regionally Restricted 800 Numbers	This technology enables CAs to easily process a call to a toll-free number that has been identified as being regionally or geographically restricted. AT&T can then process these calls in a quicker more efficient manner for relay callers.
Relay 2000 <sup>SM</sup> Platform	AT&T's Relay 2000 <sup>SM</sup> Platform, is our leading-edge relay platform. This system, developed and continuously upgraded to make AT&T's relay service as functionally equivalent to standard telecommunications as possible, was the first to put actual call setup (customer initiated dialing) in the hands of the users of the service.

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<i>Feature</i>	<i>Description</i>
Relay Choice <sup>SM</sup> Profile	The Relay Choice <sup>SM</sup> Profile is designed to speed up relay call handling. With the software enhancement, completed in mid-February, 1997, users can initially select options such as interstate carrier of choice, intrastate toll carrier of choice, connection mode, carryover preference (HCO, VCO, other), spelling correction, background noise, and memory dialing (Speed Dial List). Because of the password protection feature, information collected in the profile is confidential and secured by a personal identification number.
Reports	Comprehensive reports package provided; specific, customized reports available.
Retrieval of Answering Machine Messages	AT&T Relay Service will process and complete requests to retrieve messages from answering machines when the caller remains on the line and provides a forward number for the CA to call.
Roaming	"Roaming" Callers can use their home state relay service to place local and long distance calls from anywhere to anywhere.
Screening Code Database	This feature provides the CA with specific information about billing or calling restrictions pertinent to the originating line and terminating line. Such information may include line blocking, call blocking, or expanded area calling plan, and identification of coin, hotel, prison, and hospital calls. This database allows AT&T to enforce proper handling and billing for particular back numbers.
Service Recovery	With dynamic call routing traffic balancing and our Disaster/Service Recovery Plan, AT&T can ensure virtually uninterrupted customer service.
Single Line Answering Machine (SLAM)	This feature involves retrieving messages, usually from home answering machines, when the caller is at home. The caller disconnects from the call, the CA retrieves the messages, and then calls back with the messages.
Spanish Relay Capability	AT&T bilingual CAs are specifically trained on processing and relaying calls in Spanish. The numbers are: 1-800-855-2884 (TTY), 1-800-855-2885 (Voice) and 1-800-855-2886 (ASCII).
Speech-to-Speech (STS)	Speech-to-Speech service is an enhancement that enables a speech-disabled person to use the Relay service with his or her own voice synthesizer, rather than using a TTY. Speech-to-Speech will provide specially-trained CAs who will function as human translators for people with speech disabilities who have trouble being understood on the telephone. The CAs will repeat the words of the speech-disabled caller (as speech interpreters do in a face-to-face setting.) The numbers to make Speech-to-Speech Relay call is 1-800-229-5746 (English) and 1-866-260-9470 (Spanish).
Speed of Answer	Compliance with the FCC mandated average speed of answer requirement. This requires 85% of all calls to be answered within 10 seconds and is measured on a daily basis..

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<i>Feature</i>	<i>Description</i>
Spelling Correction	This feature, part of the Relay Choice <sup>SM</sup> Platform, will automatically correct common CA typographical errors and will spell out non-TTY abbreviations that may be used by the CA in voice to text translation. Customers may elect to turn this feature off in their Relay Choice <sup>SM</sup> Profile.
Telebraille	Vision impaired relay users often employ telebraille devices. Telebraille machines demand additional attention from the TRS provider to support them adequately. AT&T has a unique toll-free number and specific and unique methods in place to handle these calls as effectively as possible. Distinctive technology has also been developed and is used to service these customers.
Touch Tone Carryover (TCO)	This feature enables TTY users to enter their account number and personal identification number (PIN) directly into an interactive system without divulging this sensitive information to the CA.
Two-line Voice Carryover	A customer with conference calling capability on his or her phone line can utilize the Two-line VCO feature by using one line for voicing and the other for receiving Baudot or ASCII transmission. Since the Two-line VCO user is directly connected to the hearing party, the Two-line VCO user can talk directly to the hearing party without waiting for "GAs." This feature allows for a more natural, interactive relay call.
Typing Speed – Minimum 60 wpm	Entry level typing speed for Communications Assistants is 60 words per minute. Hiring at this speed ensures our employees will be typing even faster within a relatively short period of time. Please note that AT&T conducts annual typing assessments of all incumbent Communications Assistants.
Unrestricted Length and Number of Calls	Callers can make any number of calls and have no restrictions on the length of any call.
Up-Front Automation (UFA <sup>SM</sup> )	Up-Front Automation allows a TTY customer to initiate dialing the call. TTY users are empowered, giving them more control and greater call handling efficiency. Our SNAP system interacts directly with the caller by preparing the dialing sequence and the billing information from what the caller types to the system. The Communications Assistant simply presses one key to complete the call.
Voice Carryover (VCO)	VCO enables TTY users who can speak to voice their message directly to the non-TTY user. The CA then types the non-TTY user's response back to the TTY user.
Voice Carryover with Privacy	This feature adds privacy to a VCO call; the CA does not hear the VCO user's part of the conversation.
Voice Carryover to Hearing Carryover (VTH)	Voice Carryover to Hearing Carryover allows the originating TTY user (speech capable) to talk directly to the terminating TTY user (hearing capable). Relay is still necessary to relay the text messaging from the HCO user to the VCO user.

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<i>Feature</i>	<i>Description</i>
Voice to Voice Relay (VTV) <sup>SM</sup>	This feature expands the VCO capability by allowing two hearing impaired individuals to voice their parts of a call while the CA types for both parties. VTV is ideal for two TTY users who can speak but who may not know how to type or may be physically unable to type.
Voice Carryover to Text (VTT)	VTT allows a relay call between a VCO user and TTY user. The VCO user voices to the CA who proceeds to type the message to the TTY user. The CA then types the TTY user's response to the VCO user.
Voice Up-Front Automation (VUFA)	With VUFA, AT&T is giving the voice caller the option to immediately enter the number to call before reaching the CA. This allows for a more efficient and accurate call set up. VUFA allows first time relay callers an option to listen to a complete and thorough explanation of relay without tying up the operator's time. VUFA speeds up the call set up portion for customers who elect to use this feature without adding any additional wait time for those customers who simply want to speak directly to the relay operator.
Pay-per-call Services	TTY users can use the relay service to complete a call to a 900 pay-per-call service. Customers will be billed by the Pay-per-call service provider for each call completed.

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### **EMERGENCY CALL:**

#### **Emergency Calls:**

CAs establish connection as quickly as possible and keep the customer informed throughout process.

Primary procedure:

- CA accesses database using customer's phone number
- If database displays more than one listing customer is asked what city or town?
- CA outdials to appropriate emergency agency/ public safety answering point and will step out of transparent role to ensure all pertinent information is given to complete the call
- The caller's telephone number is passed to the emergency agency/public safety answering point.
- If the caller disconnects before being connected to emergency services, the CA shall still pass the caller's telephone number to the emergency agency/ public safety answering point.
- If dispatcher provides a TTY number to dial

Secondary procedure:

- As an alternate back up method CA will outdial Directory Assistance and state they need the 10 digit emergency number for the customer's city/town, as they are not located there



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### **IN-CALL REPLACEMENT OF CA:**

#### **In-Call Replacement:**

CAs answering and placing TRS calls must stay with a call for at least 10 minutes before an in-call CA transfer can take place. Speech to Speech In Call Replacement time is 15 minutes.

#### **Procedure:**

- In Call Replacement time will run concurrent with the relay call, which means it is 10 or 15 minutes of billable time
- Once the forward number is answered, the CA must stay with the call for the required In Call Replacement time and then transfer
- Transfer may occur at the following points of transfer: TTY call: after typing Voice person's response with "ga", VCO call: after typing Voice person's response without "ga", HCO call: after Voice person's response and HCO starts typing
- The relief CA will provide their CA ID number

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### **CA GENDER PREFERENCES:**

#### **CA Gender Requests:**

A customer's request for a specific gender CA is always complied with at the beginning of the call or during a call transfer.

#### **Procedure:**

- The customer is informed that their gender request is being checked
- If specific gender is available the customer will be informed and transferred to the available CA
- If specific gender CA is not available the customer will be informed and offered to have their call completed now or to try again later
- CA will reinitiate attempts to secure requested CA gender prior to transferring a call
- If unable to accommodate the customer's request at transfer point customer is offered to continue with an available CA

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### **STS CALLED NUMBERS:**

#### **STS Called Numbers:**

We offer an enhanced feature that enables a speech disabled person who can hear to use their own voice or voice synthesizer rather than using a TTY. Both callers are hearing capable and have voicing abilities. The CA will repeat the words of the STS user if requested, or if the need becomes evident.

#### **Procedure:**

- CA will ask customer if they would like them to take an active role or passive role in processing the call
- If active role: the CA will repeat everything voiced by the speech-disabled person, unless no need is evident
- If passive role: the CA will only intervene or facilitate upon request, or if the need becomes evident
- CA announces service to called party and provides explanation for either passive or active facilitation
- Facilitation takes priority over transparency on this call type
- CA retains pertinent information such as phone numbers, etc for sequence calls. Information is destroyed when customer has completed all calls
- Customer has ability to set up Relay Choice Profile which would allow up to 20 phone numbers to be added to a speed dial feature called Personal Memory Dial

Additional information about STS can be found at the AT&T Relay website at <http://www.consumer.att.com/relay/speechdisabled.html>. Copies of relevance web pages are attached hereto.